

HOME SAFE AND FIRE SAFE RANGE OF PRODUCTS

Replacement product warranty for consumers

Burton Security Limited (“**Burton Security**”) have issued this Replacement Product Warranty in respect of the Home Safe and Fire Safe ranges of products (“**Qualifying Product**”).

This Replacement Product Warranty is only available to customers who purchase as consumers and is not available to business customers.

To qualify, a consumer customer (“**Customer**”) **must** have first registered their Product Warranty (separate to this Replacement Product Warranty) with Burton Security within 30 days of purchase of their qualifying product. The replacement product to be provided under this Replacement Product Warranty shall only be available for the duration of the separate Product Warranty (“**Warranty Period**”).

Burton Security will only accept liability under this Product Replacement Warranty where the person seeking to rely on it is the original Customer or the person can produce a letter or chain of letters from the original Customer and subsequent purchasers (where appropriate) transferring the benefit of this Warranty to the new owner of the Qualifying Product in question.

This Replacement Product Warranty is in addition to the Customer’s statutory rights.

Replacement product warranty

Subject to the below provisions, Burton Security will provide a replacement Product to the Customer if their Qualifying Product is damaged beyond use or repair in a burglary or fire.

Additionally, if the Qualifying Product was installed into the Customer’s residence by a representative of Burton Security and the Qualifying Product has been removed from the residence during the burglary, Burton Security will replace the Qualifying Product.

The replacement referred to above is subject to the following:

1. Any claim to be made under this Replacement Product Warranty should be commenced by the Customer giving notice in writing during the Warranty Period and within a reasonable time of discovery of damage or loss of the Qualifying Product, as the case may be. The notice should give all relevant details (including those required under paragraph 2 below) and should be sent to service@burtonsecurity.com
2. Where a claim is being made by the Customer following a burglary, Burton Security must be provided with the applicable crime reference number. Where a claim is being made by the Customer following a house fire, Burton Security must receive the fire report.
3. Where the Qualifying Product is removed from the residence during a burglary and the Qualifying Product was not installed by Burton Security, Burton Security will only replace if the Qualifying Product was installed in accordance with the installation guidelines. If this cannot be proved to Burton Security’ reasonable satisfaction, Burton Security shall be under no obligation to replace.
4. Where appropriate, Burton Security shall be given the opportunity to inspect the Qualifying Product or the location from which it was removed for the purposes of verifying the degree of damage or whether it had been installed in accordance with installation guidelines.
5. At all times, Burton Security shall, at its sole discretion, be entitled to opt to repair the Qualifying Product rather than replace it in its entirety where a repair or provision of a replacement part would be a viable alternative.
6. If the Qualifying Product which is the subject of a claim under this Replacement Product Warranty has been discontinued by Burton Security, Burton Security will replace it with a product which is the closest in size and rating.
7. If Burton Security determines that a replacement product is to be provided, such shall be provided at no extra cost to the Customer but the Customer shall pay for delivery and, if requested of Burton Security, installation and if a repair is deemed to be the suitable action under the circumstances, the Customer shall pay for parts.
8. This Replacement Product Warranty is for the repair or replacement of the Qualifying Product only and does not give rise to any liability whatsoever for any costs, expenses or losses, whether indirect or consequential (including loss of use or any other losses) which the Customer may incur in connection with the damage of the Qualifying Product, nor does it include or give rise to any compensation for or liability in respect of any of contents of any safe.

These terms are governed by English law and the Customer can bring legal proceedings in respect of this Warranty in the English courts. If the Customer lives in Scotland, he or she can bring legal proceedings in respect of this Warranty in either the Scottish or the English courts. If the Customer lives in Northern Ireland, he or she can bring legal proceedings in respect of this Warranty in either the Northern Irish or the English courts.